



DEPARTMENT OF VETERANS AFFAIRS

Regional Office
1240 East Ninth Street
Cleveland, OH 44199

January 26, 1998

In Reply Refer To: 325/26
Information Letter 26-98-1

ALL LENDERS, HOLDERS AND SERVICERS

SUBJ: Televised VA Lender and Servicer Training

1. PURPOSE. To announce the televised lender training now being offered to lenders/holders/servicers by VA.
2. BACKGROUND. Loan Guaranty Service announces a new televised training program for employees of lenders/holders/servicers who originate or service VA home loans. During 1998 at least eight training sessions of four hours in length will be broadcast over VA's interactive satellite network, with downlinks into VA regional offices and VA medical centers across the nation. Attendees will be able to ask questions and participate at all sites. Broadcasts may also be received by lenders/holders/servicers who have their own satellite dishes with capability of receiving Ku or C band transmissions. **The next broadcast will be February 19, 1998.**

3. SCHEDULE OF BROADCASTS

Jan 14, 1998	VA Credit Standards (Completed)
Feb 19, 1998	Servicing VA Loans
March 12, 1998	VA Appraisals, LAPP, and Lender Authority
April 29, 1998	VA Loans - Loss Mitigation
May 13, 1998	Processing VA Home Loans
June 4, 1998	Closing / Post Closing VA Loans
July 16, 1998	Foreclosure and Claims - VA Loans
August 6, 1998	Overview for Employees New to VA Loans

All broadcasts will be from 11:00 a.m. to 3:00 p.m. Eastern time. (NOTE: Because broadcasts are being received in different time zones, there will be no scheduled lunch break.)

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4. ATTENDING THE BROADCASTS. If lenders/holders/servicers wish to attend the training, they must make advance reservations. Listed on the VA Internet website (<http://www.va.gov/vas/loan/lenders.htm>) are the VA facilities which will have downlinks for the broadcasts (over 240 VA regional offices and medical centers), with a contact person for each facility. **You must call that contact person to make reservations. Reservations will be taken only during the two weeks prior to each broadcast by phoning the contact person for that facility.**

5. PURCHASING TAPES OF THE BROADCASTS. Companies wishing to obtain videotapes of these broadcasts for their own in-house training programs may purchase them after each broadcast by calling Multi Video Services at 1-800-800-4871. Cost of tapes per broadcast is \$49.95.

6. COMPANIES WITH THEIR OWN SATELLITE DISHES. If a company has its own satellite dish, the employees may be able to view these broadcasts in their own facility. **Satellite coordinates for each broadcast will be posted on <http://www.va.gov/vas/loan/lgytv.htm> prior to each broadcast.** For those watching the broadcasts in their own facilities, free student handouts will be available by mail. (Handouts will be distributed at VA facilities at the time of each broadcast.) In order to receive student handout materials for in-house viewing of broadcasts, please e-mail your request at least 2 months before each broadcast to: LGYDDUGG@VBA.VA.GOV. Include mailing address, number of copies, and dates of broadcasts.

7. Thank you for your continuing participation in our Loan Guaranty Program.

/s/

JOHN J. HANLEY